

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 1, 2015/2016

**TKM3151 – KNOWLEDGE MANAGEMENT**

(All sections / Groups)

12 OCT 2015

9.00 a.m. – 11.00 a.m.

( 2 Hours )

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### INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 3 pages with 6 Questions only.
2. Attempt **FIVE** out of **SIX** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please print all your answers in the Answer Booklet provided.

**KM – Knowledge Management****Question 1**

- (a) Give FIVE reasons (with examples) for why KM is needed now. [5 marks]
- (b) Sketch the Integrated KM Life Cycle. Explain each phases of the cycle and the transitions. [5 marks]

**Question 2**

- (a) Describe Nonaka and Takeuchi's Knowledge Spiral Model? Identify the most important processes. [5 marks]
- (b) Define the following terms
- Knowledge
  - Knowledge Management
  - Tacit Knowledge
  - Explicit Knowledge
- [5 marks]

**Question 3**

- (a) What are the FOUR techniques of interviewing an expert? [4 marks]
- (b) What is the key for a successful structured interview? [1 mark]
- (c) Explain the knowledge acquisition phases of the knowledge capture process. [3 marks]
- (d) What is Communities of Practice (CoPs)? Why is CoPs important for KM? [2 marks]

**Question 4**

- (a) Give FIVE implications of promoting knowledge sharing. [5 marks]
- (b) Explain all the dimensions of the Meyer-Briggs Personality Type Indicator. How is this related to KM? [5 marks]

Continued .....

**Question 5**

- (a) What is organizational culture and how is this related to KM? [4 marks]
- (b) Explain the FOUR quadrants of the typology of cultures. [4 marks]
- (c) Briefly explain TWO roles and responsibilities of the knowledge manager. [2 marks]

**Question 6**

- (a) Explain FIVE organizational learning disabilities. [5 marks]
- (b) What are FIVE of the elements of KM strategic roadmap? [5 marks]

**End of Paper.**

